

**To:** Hull, George[Hull.George@epa.gov]; Smith, Paula[Smith.Paula@epa.gov]  
**From:** Smith, Roxanne  
**Sent:** Wed 8/19/2015 8:06:36 PM  
**Subject:** FW: Process documentation  
Media Response Chart 18Aug15.pptx

Looping in George because he's been involved in responding.

Roxanne Smith

Principal Deputy Associate Administrator

Office of Public Affairs

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**From:** Smith, Paula  
**Sent:** Wednesday, August 19, 2015 3:56 PM  
**To:** Smith, Roxanne  
**Subject:** FW: Process documentation

Roxanne- Attached please find the start of us trying to document the press inquiry/response process for Nancy. We'd like to track all requests and responses in one place to use for reasons stated below. We would like to insert the EOC and Press@epa.gov processes, including where and how they are currently tracking their 'asks' but have not had much response. I know they're swamped but getting down a basic process might make all our jobs easier. Can you help?

(Please also advise if we're asking too much at this time and should just stay in our lane. )

Also, the web team wants to meet now that everyone's in. Looked like you might not be free-OK

that we move ahead and I fill you in later?

Thanks friend,

**Paula**

**From:** Smith, Paula  
**Sent:** Wednesday, August 19, 2015 9:23 AM  
**To:** Daguillard, Robert; Gentile, Laura  
**Cc:** Jenkins, Laura Flynn  
**Subject:** Process documentation

Robert and Laura- Would like to introduce Laura Jenkins, our new R8 Media Officer. For Nancy Grantham and the JIC, Laura is helping to document the incoming press inquiries, responses, and processes so that we can provide centralized tracking, consistency, and quick turnaround, where possible. We are particularly interested in process steps in the EOC and at [press@epa.gov](mailto:press@epa.gov) and when/who might be tracking, responding, and closing there, as well who best to enter into the track spreadsheet.

As stated on the call, we are tracking all incoming on the Sharepoint site [Gold King Mine Release Communication](#). If you do not currently have access, please let me know and I will add you.

Mind if Laura gives you a call to talk through? Thanks for any help you can lend!

**- Paula**